

## Information Technology Portfolio Framework

<p><b><u>Infrastructure Architecture</u></b></p> <p><b>Relevancy:</b> Design &amp; Maintenance of Information Technology Shared Resources</p> <p><b>Mission &amp; Value:</b> Common Information Architecture fuels efficiency; collaboration; innovation across organizational, geographical, &amp; technical boundaries.</p> <p><b>Sample Service:</b> Common Statewide IT Infrastructure</p> <p><b>Core Processes:</b> Shared resource design; engineering; interoperability; modularity; standardization; reusability; &amp; management.</p>	<p><b><u>Strategic Sourcing &amp; Relationship Management</u></b></p> <p><b>Relevancy:</b> Interactions With Employees, clients, vendors, external service providers, contractors, &amp; other stakeholders.</p> <p><b>Mission &amp; Value:</b> Fulfill, measure, &amp; continuously improve business processes.</p> <p><b>Sample Service:</b> Customer Relationship Management</p> <p><b>Core Processes:</b> Resource cultivation; contract negotiation &amp; administration; expectation &amp; service level management; pricing &amp; funding determination; performance monitoring &amp; measurement; dispute resolution; facilitation; arbitration; &amp; business intelligence.</p>
<p><b><u>Asset Portfolio Management</u></b></p> <p><b>Relevancy:</b> Asset Types such as Hardware, software, data, real property, people skills &amp; capabilities, &amp; intellectual property.</p> <p><b>Mission &amp; Value:</b> Acquire, maintain, enhance, leverage, protect, &amp; dispose of assets.</p> <p><b>Sample Service:</b> Standardized Desktop Computing Environment.</p> <p><b>Core Processes:</b> Supply &amp; demand management; asset acquisition; financial valuation; inventory management; security administration; disaster recovery; risk management; license management; and life cycle management.</p>	<div data-bbox="643 667 989 1255"> <p><b><u>Information Systems Specialty Services</u></b></p> <ul style="list-style-type: none"> <li>• Help Desk and Trouble Ticketing</li> <li>• Desktop Support</li> <li>• Application Development</li> <li>• Application Hosting</li> <li>• Web Development</li> <li>• Contingency Planning &amp; Disaster Recovery</li> </ul> </div> <p><b><u>Consulting &amp; Project Management</u></b></p> <p><b>Relevant to:</b> Infrastructure-related projects, internal &amp; external capability delivery.</p> <p><b>Mission &amp; Value:</b> Efficiency, innovation, &amp; acceleration.</p> <p><b>Sample Service:</b> Enterprise Application Inventory and Consolidation</p> <p><b>Core Processes:</b> Needs analysis &amp; prioritization; solution innovation; prototyping; process engineering; methods management; resource allocation &amp; scheduling; escalation management; issue &amp; problem resolution; &amp; change management (organizational &amp; technical).</p>